



PUNIT PATPATIA

Lean 6σ Black Belt Certified, PMP Trained, PMI-ACP, ITIL Foundation, Prince2 Foundation

PROFILE

A result oriented professional with 11+ years of experience, currently working as an Assistant Manager (Quality) with MSL Learning Systems Pvt. Ltd.

OBJECTIVE

To be part of a stimulating work environment, where my strength and skills are recognised and utilised effectively for achieving organisation goals and where ample opportunity exist to enhance my professional learning.

ABOUT ME

Birthdate: September 15, 1974
Relationship: Married
Nationality: Indian
Born: Sonapat, Haryana
Languages: English, Hindi

CONTACT ME

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EXECUTIVE SUMMARY

- Well versed in Lean technique, Six Sigma methodology and Total Quality Management (TQM)
- Proven ability to provide a high level of Customer Service; surpassing market standards and maintain healthy relationship with peers and competitors
- Well versed in management of cross-functional teams, deep understanding of quality management in service environment and leadership in designing creative solutions aimed at maximizing customer experience
- Demonstrated ability to effectively plan, coordinate & congregate deadlines
- Process mapping with designing various process related work flows and performance management system
- Possess excellence interpersonal, communication, leadership and mentoring skills with proven abilities in team management and customer relationship management



AREA OF EXPERTISE



Quality Assurance

- Setting up the transaction and voice monitoring framework for new and existing processes in accordance to customer requirement and operational KPIs
- Conduct internal process audits to ensure stringent adherence to the process attributes as per the SLA
- Prepare dashboards with analysis, generate and analyse various teams & process performance reports to provide an overview for higher management and senior leadership team
- Ensure customer delight by rendering qualitative customer service
- Adherence to SLAs & work processes leading to cost effective operations and establishment of quality standards for various operational areas



Process Management

- Coordinate with various support teams aimed at overall process improvement
- Identifying and mapping the area of opportunities within the process to enhance process efficiency and customer satisfaction



Team Management

- Identification and implementation of strategies for building team effectiveness by promoting a spirit of cooperation between team members
- Determination of training needs of employees and conducting suitable training programs for skill and productivity enhancement



Client Relationship Management

- Managing client interaction to understand the areas of opportunities for continued improvement
- Maximize customer satisfaction through resolution of complaints on performance bottleneck



KEY SKILLS

- DMAIC & FMEA Model
- Lean Technique
- Total Quality Management (TQM)
- Process Improvement
- Training Need Identification (TNI)
- Standard Operating Procedures (SOPs)
- Content Development
- Presentation
- Feedback & Coaching
- Risk Assessment
- Data Analysis & Forecasting



CAREER CONTOUR

- Sep'2013 – Till Date
MSL Learning Systems Pvt. Ltd.
(University18)
Assistant Manager – Quality



The Accountabilities

- To manage the quality & training function of Bangalore, Gurgaon, Guwahati and Mysore offices
- Mapping quality function with operational sales, support and collections
- Undertake process improvement projects including problem analysis, process mapping and review, process redesign and implementation for business processes, as directed
- Work with internal and external stakeholders to engage and influence buy-in for initiatives undertaken by change and innovation
- Engage stakeholders in process improvement activities to clearly understand existing processes and business requirements, to optimize process re-design and implement and embed updated processes
- Conduct training needs analysis & identification
- Design KRAs and KPIs
- Develop and implement change management strategies to drive process improvements through the organizations' culture
- Develop and implement the framework for transaction, voice & live chat monitoring and quality assurance
- Assist in developing and implementing process improvements to meet business goals
- Train resources in process improvement techniques in the form of workshops
- Monitor process performance and improvements in key metrics
- Work with management to define the short-term and long-term objectives and potential gains
- Actively participate in operational, business, quality & training reviews
- Work on VOCs to implement controls
- Actively participate in internal/external process calibration
- Conduct Root Cause Analysis and implementing Corrective and Preventive Actions
- Part of discussion with external auditors to fulfil their requirements from quality perspective
- Appraisal setting and resource planning
- Work on sales and collections modal to increase sales and decrease defer rate
- Data Analysis (based on production & quality data)
- Managing training department



Jan'2011 – Sep'2013
SERCO BPO
Sr. Process Analyst – Quality



The Attainments

- Workshops on Time Management & Business Etiquette
- Workshops on Business Communication
- Workshops on Use of Statistics in Business
- Workshops on Lean Principles
- Workshops on Data Presentation & Analysis
- Workshop on 7 QC Tools
- Implementation of CCRP (Customer Complaint Resolution Point)
- Implementation of AIM (All Ideas Matter)
- Improvement in organizational sales and collections
- Implementation of DT (Documents Throughout) to reduce queries throughput



Projects Led

- Improvement in Sales Productivity
- Decrease in Defer Rate
- Improve NPS (Net Promoter Scores) (i.e., Detractors - Promoters)



Team Size: 20



Awards / Appreciation Received

- Client appreciation for Excellent Training Delivery
- Client appreciation for Excellent Statistical Approach in Designing Survey
- Empowerment Award - 2014 for Leadership & Innovation



Processes

- Gullivers Travel Associates (UK)
- Seaworld Parks & Entertainment (US)
- The Weather Channel (US)
- Countrywide Residential Services (UK)



The Accountabilities

- Create and maintain organizational and individual database scorecard system
- Processes standardization
- Transaction & voice audits to ensure customer service and quality standards are met
- Provide regular feedback to associates
- Taking regular updates from client
- Responsible for maintaining and updating SOPs and process flows for various LOB
- Consistently highlighting performance concerns to management
- External / internal calibration
- Root Cause Analysis to identify process gaps and to evade business risks by putting proper controls in place
- Pre-shift and/or post-shift brief/huddles
- Quality & training presentation for monthly, quarterly, bi-annual and annual business review
- Trend analysis
- Preparation of training schedules and scheduling the training programs



May'2007 – Jan'2011
Aegis BPO Services Ltd.



The Attainments

- Workshops on Team Building
- Workshops on Business Communication
- Workshops on Time Management



Project Worked

- Moving paper invoices to e-billing system in order to reduce man-power and overall cost



Awards / Appreciation Received

- Quality Performance (Q3 of 2012) – Serco Star Award



Growth Path

- Jan'2009 – Jan'2011
Senior Executive – Quality (Bank of America)
- Feb'2008 – Jan'2009
Senior Team Associate (Bank of America)
- May'2007 – Feb'2008
Team Associate (Bank of America)



The Accountabilities

- Monitor calls & provide feedback
- Work on client's escalations and customer complaints
- Take manager / supervisor calls
- Conduct calibration, new hire sessions, call quality & listening sessions and huddles
- Assist training department
- Take updates from client and roll out the same to associates
- Conduct mock call and bridge assessments
- Preparation of various reports (i.e., Call Quality Analysis, No-contact Analysis, Process Knowledge Test Analysis, Skills Analysis, Complaints Analysis, Corrective Action Planning Analysis, Defect Analysis etc.)
- Conduct quizzes, games to enhance process knowledge and PKT (Process Knowledge Test)
- Review & update SOPs
- Presentation for monthly review



Awards / Appreciation Received

- Continuous Performance (in 2009 – 2010) – Bank of America
- Quality Performance (in Q3 of 2010)
- Quality Performance (in Q2 of 2010)
- Quality Performance (in Q3 of 2009)
- Quality Performance (in Q2 of 2009)

CAREER CONTOUR CONTINUES...

May'2006 – May'2007
Intellicom Contact Centre
(Jindals)
Contact Associate

Processes

- Express Gifts & Cards Limited – Telephone Shopping
- Centre One – Credit Card Solutions
- Data Locator – Telephonic Survey

Awards / Appreciation Received

- Awarded for Punctuality (September 2006)

ACADEMIA

- Prince2 Foundation
- ITIL Foundation
- PMP Trained
- PMI-ACP
- Lean Six Sigma Black Belt Certified
- Lean Six Sigma Green Belt Certified
- MS Visio & Process Mapping
- Certified in Coaching and Feedback
- Certified in Office of Fair Trading (OFT)
- Certified in Data Protections Act (DPA)
- Microsoft Certified Professional (MCP)
- Diploma in Multimedia
- Advance Diploma in Software Technology
- B.A(Math) from Maharishi Dayanand University, Rohtak in 1996

APPLICATIONS AT WORK

- MS-Office
- Ubuntu 16.10
- LibreOffice
- IBM Cognos
- Capture Delivery Platform (CDP)
- Salesforce
- AS 400
- SAP Basis
- JD EDWARDS
- PeopleSoft
- PROPCO
- AVAYA
- Ameyo
- UNIFIED
- VERINT
- ZOHO CRM
- LiveChat
- Olark Chat
- Zendesk
- JIRA
- Freshdesk
- Survey Monkey
- Slack

ADDITIONAL DETAILS

Current CTC 5.18 lacs per annum
Notice Period 2 months (negotiable)

Raunak Singh Ahluwalia
CEO
MSL Learning Systems

Mumtaz Begum
VP
MSL Learning Systems

REFERENCES

Sudhanshu Solanki
AVP – Quality
WNS Global Services

Manvendra Singh Bisht
Manager – Merger & ASI
Aegis Ltd.